

ALABAMA-MISSISSIPPI TELECOMMUNICATIONS ASSOCIATION

100 NORTH UNION STREET, SUITE 826 • MONTGOMERY, ALABAMA 36104 • 334/265-1660 • FAX: 334/834-1722

OFFICERS - 2005

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Frontier Communications
Montroeville, Alabama
251/743-7046

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EXECUTIVE VICE PRESIDENT

Jerry A. Renfro
Montgomery, Alabama
334/265-1660

ADMINISTRATIVE ASSISTANT

Sheri Fowler
Montgomery, Alabama
334/265-1660

June 27, 2005

RECEIVED & INSPECTED

JUN 29 2005

FCC - MAILROOM

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th St., SW, Rm TW-B204
Washington, DC 20554

RE: Services for Individuals with Hearing and Speech
Disabilities, CG Docket No. 123

Dear Ms. Dortch:

Please find enclosed four (4) copies of the Alabama Dual
Party Relay Annual Complaint Log, as well as 2 disk
copies. Please feel free to call me with any questions
334/265-1660.

Sincerely,

Jerry A. Renfro
Executive Vice President

No. of Copies rec'd
List ABOVE



Relay AL

June 2004 to May 2005

RECEIVED & INSPECTED

JUN 29 2005

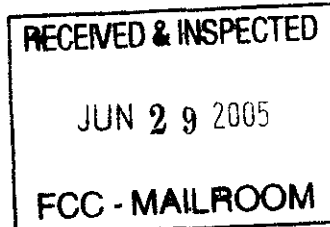
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		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL
SERVICE COMPLAINTS														
#00	Answer Wait Time	0	0	0	0	0	1	0	0	0	0	0	0	1
#01	Dial Out Time	0	0	0	0	0	0	0	0	0	0	0	0	0
#02	Didn't Follow Database Inst.	0	0	0	0	0	0	0	0	0	0	0	0	0
#03	Didn't Follow Cust. Instruct.	0	0	1	0	1	1	0	0	0	0	0	0	3
#04	Didn't Keep Customer Informed	1	1	0	2	0	0	1	0	0	0	0	0	5
#05	Agent Disconnected Caller	0	0	1	0	0	0	2	0	0	1	0	2	6
#06	Poor Spelling	0	0	0	0	0	0	0	0	0	0	0	0	0
#07	Typing Speed/Accuracy	0	0	1	1	1	0	0	0	0	1	0	0	4
#08	Poor Voice Tone	0	0	0	0	0	0	0	0	0	0	0	2	2
#09	Everything Relayed	0	0	0	0	0	0	0	0	0	1	0	0	1
#10	HCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0
#11	VCO Procedures Not Followed	0	1	0	0	0	0	0	0	0	0	0	0	1
#12	Two-Line VCO Procedure Not F	0	0	0	0	0	0	0	0	0	0	0	0	0
#13	Background Noise Not Typed	0	0	0	0	0	0	0	0	0	0	0	0	0
#14	Feelings Not Described	0	0	0	0	0	0	0	0	0	0	0	0	0
#15	Recording Feature Not Used	0	0	0	0	0	0	0	0	0	0	0	0	0
#16	Noise in Center	0	0	0	0	0	0	0	0	0	0	0	0	0
#17	Agent Was Rude	2	0	0	1	1	0	0	0	0	1	1	0	6
#18	Problem Answer Machine	0	0	0	0	0	0	0	0	0	0	0	0	0
#19	Spanish Service	0	0	0	0	0	0	0	0	0	0	0	0	0
#20	Speech to Speech	0	0	0	0	0	0	0	0	0	0	0	0	0
#21	Other Problem Type Complaint	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL		3	2	3	4	3	2	3	0	0	4	1	4	29

TECHNICAL COMPLAINTS													
#22	Lost Branding	0	0	0	0	0	0	0	0	0	0	0	1
#23	Charged for Local Call	0	0	0	0	0	0	0	0	0	0	0	0
#24	Trouble Linking Up	0	0	0	0	0	0	0	0	0	0	0	0
#25	Line Disconnected	0	0	1	0	0	0	0	0	1	0	0	1
#26	Garbled Message	0	0	0	0	0	0	0	0	0	0	0	0
#27	Database Not Available	0	0	0	0	0	0	0	0	0	0	0	0
#28	Split Screen	0	0	0	0	0	0	0	0	0	0	0	0
#29	Other Technical Type Complaint	0	0	1	0	0	0	0	0	0	0	0	1
#57	Caller ID	0	0	0	0	0	0	0	0	0	0	0	0
#58	Regional 800 Calls	0	0	0	0	0	0	0	0	0	0	0	0
#59	Transmission (Can't hear or be heard)	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL		0	0	2	0	0	0	0	0	2	0	0	2

[illegible]

TOTAL CONTACT	3	2	5	4	3	2	3	2	0	4	1	6	35
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Complaint Tracking for AL (06/01/2004-05/31/2005). Total Customer Contacts: 35

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
01/05/05	Voice caller from Alabama complains that she is getting TTY tones when dialing 711 from her home. Customer was upset with Sprint Relay service. Will contact AM herself.	01/05/05	Branded as voice. Apologized to Customer and advised customer to use voice toll free# and add note for her # as voice. AM meet with customer on 2/3. Entered Trouble ticket 2288051. Technician checked customer ani using for call type using ani.edit and customer number listed as answer type TDD. Test call placed from each host site. Confirmed that customer answer type TDD. Ani.dat for each host site is current as of 01/06 and customer call is being answered as branded.
03/11/05	Cuts stated agent did not process the call properly. Also the CA didn't relay everything. F/up at ph nor listed.	03/11/05	Apologized to Customer. Appropriate coaching provided to CA on relaying the call and transpiring. 3/11/05 Tried 3 times then reached customer 4th time and she was satisfied with outcome.
03/18/05	I spoke with my parents. The CA typed GA when I was not finished talking. There was confusion in the conversation between me and my parents. The CA did not relay the information properly for example Appointment - the CA type PT. No follow-up required.	03/18/05	Apologized for the inconvenience. Met with CA and agent was coached on using proper pacing phrases, by letting the person know that the TTY interrupted the agent's typing. CA was also given a typing test and did meet sprint requirements for accuracy.
03/22/05	Customer said the CA's tone was rude. CA was not typing on a normal pace. Customer requested to speak with a supervisor. Follow up call requested at the number provided.	03/22/05	Apologized to Customer. Coached CA on proper procedures on standard phrasing. Contacted on 5/17/05. Customer thanked me for calling back. No follow up required.
03/23/05	Inbound voice says that they called in to relay and the CA said "hello" and then hung up on her. She gave I.D. # but stated that the only thing said was "hello" and then she was hung up on. She would like follow up.	03/23/05	Spoke with CA regarding call, coached on proper procedure, and not to hang up on callers Attempted to contact customer 5/20/04- No Answer. 2nd Attempt to contact customer. - No Answer 5/23/05 3rd attempt to contact at listed number. Person who answered phone informed it was the wrong number. No further contact possible.
04/25/05	At 904 am (Thursday, April 21st) voice received a call from her mother's boyfriend thru relay. During the process of relaying the CA stated that he could not understand the voice caller and asked her to repeat what was said. The customer repeated and asked the CA if he understood. The CA made a racial comment. The voice caller was immediately disconnected. Apologized for the type of service she experienced and upon request she was unable to provide the CA ID number. Stated that she would call the TTY user for CA ID nor. No follow up requested.	04/25/05	Apologized for the inconvenience. Monday, April 25th at 930 am, contacted the voice caller to see if she was able to obtain the CA ID nor from the TTY customer. She stated that she does not. Apologized for the service she experienced and advised that CA ID nor is essential for a following up with an agent. Customer understood the procedure.

05/04/05	Customer Complaint: Customer reports that caller ID is not working through AL Relay, and now it is even worse than before. 95% of the time, it shows "Unavailable". Additionally, when someone calls through relay AL they get the message that the person has privacy block, so they need to unblock their number. She does not have that feature through her LEC and wants the problem corrected ASAP. Follow up requested. Reassigned to AM.	05/04/05	Apologized to Customer. Forwarding to AL acct mgr for review Trouble ticket has been made. AM met with Customer on 5/19. Tech made 2 test calls to verify the privacy blocked.
05/09/05	CA hung up on me. There is no CA at the Moorhead center with that CA number.	05/09/05	Apologized to Customer. There is no CA at the Moorhead Center with that CA number.
05/11/05	Customer complained that CA's voice was not clear and was speaking too slow. No follow-up was needed.	05/11/05	Followed up with this agent. CA was coached on proper conversational flow and inflection.
05/16/05	CA hung up on me. Informed caller complaint would be forwarded to appropriate center. Caller would like a call back at number provided. If no answer caller asks that supervisor leaves message on ans mach.	05/20/05	Apologized to Customer. CA was coached on proper disconnect procedures and is aware of the consequences of disconnecting customers. Attempted to contact customer 3 times with no answer and did not get an answering machine to leave a message. 5/20/05
05/19/05	At approximately 745 pm, the customer stated that a relay CA thought to be 7030 left message on their answer machine (by voice) at a pace too fast to be heard. Unable to understand. Apologized to the customer and the customer appreciated our attempted to relay the message using AMR to retrieve the message. No follow up necessary.	05/23/05	No such agent, no further action possible.
06/03/04	Megan stated CA #3816F was rude and has been on numerous occasions, was making 2 line VCO call at the time.	06/08/04	Followed up with customer. CA was trained again with the proper procedure.
06/08/04	TTY user complaining that operator typed the word "shit" and he/she was offended by it. TTY user asked the operator "Why nasty word" and the operator said it was a typo and was trying to type "this is." TTY user has a print out of conversation and reported it back to me.	06/09/04	Apologized on behalf of the operator and advised the caller the complaint will be forwarded to the appropriate center for investigation. Agent reported this situation to a supervisor as soon as it occurred and fully understands and acknowledges the error. Operator attempted to correct with XXX, but TTY user started typing and prevented operator from correcting typo.
06/10/04	Did not tell us ringing and very long delays during call.	06/10/04	Thanked customer for information and said would give to agent's supervisor for follow up. Talked with agent and she stated the outbound person picked up before she could hear any ringing so there was no need to send the ringing macro and was on hold throughout the call. Stated she did use the holding macro. Agent understands call handling procedures.

07/21/04	Customer stated the agent didn't acknowledge she was using VCO. Would not dial the number after she voices it.	07/21/04	Apologized for any inconvenience. No Follow up requested. Talked with the CA and she said the only call she may have had a problem with didn't state she was using vco, this is the reason why she kept sending nor ur calling to pls. CA does understand VCO procedures.
07/21/04	Customer stated agent didn't keep her informed when the outbound person hung up.	07/22/04	Apologized for any inconvenience and stated this complaint would be forwarded to the appropriate supervisor. No follow up requested. Proper procedures were followed.
08/11/04	TTY user reports that CA did not type verbatim. Agent typed in short sentences and could not figure out what the person was saying. Time lapse between the voice person speaking and agent typing and all were short sentences and long pauses, not how person talks. No follow-up needed.	08/12/04	Apologized for problem encountered, advised complaint would be forwarded to supervisor. CA was coached on remaining responsive and focused and keeping the TTY user informed.
08/15/04	Customer stated was placing a very important order and it was almost finished, the guy was getting ready to verify all the information and the operator disconnected the call.	08/15/04	Apologized for any inconvenience and stated this complaint will be forwarded to appropriate supervisor. Talked with the CA and the agent did not remember this call, however, was coached on the importance of not disconnecting calls. Also advised the agent that action will be taken if repeated. Sent letter to customer on 8/17/04
08/18/04	CA ID# did not transmit at the beginning when the state relay greeting came across. Customer stated that this occurs only in the mornings but turns out ok later in the day.	08/18/04	Apologized to the customer and thanked them for their time.
08/26/04	TTY customer called to ask why this CA was not typing 60 words per minute after he asked them to do so and also she was definitely not typing the full English and verbatim when he made his call.	08/26/04	Apologized for the handling of this call. CA is aware of the need to type verbatim and the use of the English language. Agent has passed the minimum WPM typing speed.
08/31/04	The customer stated they called an 800 number and the operator let them know the phone was ringing and they did not have any response after that.	08/31/04	Thanked customer for the feedback and told them we would look into the situation. The CA said she dialed the number and then the inbound disconnected the line.
09/18/04	An Alabama voice caller called 2 different supervisors with in 5 min apart and complained about CA insulting the caller and hung up before placing a call. Caller requested a call be placed and it went out to a TTY. Caller was unsure of the number to call them back. First# was provided & changed it to 2nd numbers	09/21/04	Supervisor apologized for rudeness. Trained w/CA on phone etiquette; and the need to listen carefully and be polite at all times. Follow-up was not possible, both numbers are disconnected.
09/29/04	Customer called to question why the agent didn't follow procedure. He explained he gave the long Dist. number to dial. The CA typed, "hold while I connect," and that this has never been done before. There was a delay.	09/29/04	Apologized to Customer. Explained to customer that CA may have experienced tech. difficulties. Operator did not remember this call-- couldn't recall any delays in calls she handled. Explained to the operator it is important to keep customer informed of everything transpiring.
09/29/04	Customer called to question why the CA did not follow procedure. He explained that he gave the long distance number to dial. The CA typed "hold while I connect", and that has never been done before. There was a small delay. The customer wants to be kept informed.	09/29/04	Apologized to Customer. Operator did not remember this call - couldn't recall any delays in calls she handled. Explained to the operator it is important to keep customer informed of everything going on.

10/03/04	Customer asked CA to call Wal-Mart grocery dept where the line rang a while after transfer. CA typed "no one available." Cust asked for redial and to page grocery--since no one answered. CA replied "No one is avail." Cust. asked CA if he had redialed as asked and CA repeated "no one avail." CA wants CA to follow directions.	10/03/04	Apologized for the inconvenience and thanked the customer for calling. Spoke w/agent. Agent admits to typing, "No one is available." He says this was the recording that came on after many rings. Coached the CA on letting the cust. know upon reaching a recording and instructed him to follow customer's instructions.
10/10/04	Customer states operator typed back everything he typed. Customer explained he asked a hearing person in his home to join on another line. She confirmed the operator repeated the customer's words. The customer states his printer tape will verify this. Customer gave example: I am calling concerning my account, and the operator repeated this to him, "I am calling concerning my account.	10/23/04	Apologized to Customer. Met with a CA. Coached agent on importance of call processing procedures. Agent also advised of consequences of being rude.
10/17/04	Customer reports CA provided poor service. The customer was unhappy with poor spelling and inaccuracy.	10/18/04	Apologized to Customer. Faxed to FL center. Unable to resolve complaint because CA number not active at this time.
11/12/04	CA did not respond to my call. I typed Hello GA but he never answered me. I hung up and called back.	11/13/04	Apologized to customer and said agent would be coached. Agent did not remember this call, however does know the importance of staying focused on all calls.
11/13/04	Customer received a call from deaf parents, and during the conversation she was intentionally speaking slowly to her parents, and the CA interjected "You don't have to talk that slow; you can talk at a normal speed." At the end of the call, the customer asked for the supervisor's number and agent refused to give it out, only giving the customer service number.	11/14/04	Thanked customer for letting us know and assured that the complaint would be sent in exactly as stated so that it would be looked into further. Coached CA on appropriate phrases and following customer instructions. CA demonstrated proper procedure and did not recall the call.
12/06/04	On 9/9/04 the CA wasn't relaying all voice caller messages. I discovered I was told things by voice caller that didn't come out in my call. This is first time in a long time.	12/06/04	Informed customer everything was documented and would be forwarded to CA's immediate supervisor. Everything was relayed. CA was coached regarding verbatim and slowdown procedure.
12/06/04	Operations: CA didn't remember this call; however, CA was coached in importance not disconnecting, and consequences of disconnecting a caller.	05/31/05	Called on 9/20/04 at 5:15 PM EST--no answer. Again called 9/22/04--no answer. Letter sent to customer. 9/22/04.
12/09/04	The customer stated that s/he was hung up and also stated that the agent had an attitude. S/he requested the supervisor (assistant supervisor on duty during the time of complaint) to place their call but the supervisor was unable to provide this at that time of request. The customer requested an address to write to. Assistant supervisor erroneously gave the phone number of the MN Consumer Relation Manager rather than Alabama Sprint Account Manager.	12/09/04	Since there was no CA id provided thus Supervisor was unable to follow up with an agent for a follow up.
09/08/04	(CAPTEL) Accuracy of captions; Captioning speed; Echo sounds	09/30/04	Sent customers tips to reduce the occurrence of echo. also sent information to customer regarding how use of voice-technology works. Suggested writing down CA number, date and time of future calls.

01/17/05	(CAPTEL) Disconnect/Reconnect during calls	01/18/05	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnect/reconnect might be occurring and sent letter with tips to reduce their occurrence. Customer recently obtained call waiting service. Explained to customer how to program block for call waiting.
05/31/05	(CAPTEL) Disconnect/Reconnect during calls	05/31/05	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnect/reconnect might be occurring and sent letter with tips to reduce their occurrence.

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08/31/04	The customer stated they called an 800 number and the operator let them know the phone was ringing and they did not have any response after that.	08/31/04	Thanked customer for the feedback and told them we would look into the situation. The CA said she dialed the number and then the inbound disconnected the line.
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09/29/04	Customer called to question why the agent didn't follow procedure. He explained he gave the long Dist. number to dial. The CA typed, "hold while I connect." and that this has never been done before. There was a delay.	09/29/04	Apologized to Customer. Explained to customer that CA may have experienced tech. difficulties. Operator did not remember this call-- couldn't recall any delays in calls she handled. Explained to the operator it is important to keep customer informed of everything transpiring.
09/29/04	Customer called to question why the CA did not follow procedure. He explained that he gave the long distance number to dial. The CA typed "hold while I connect", and that has never been done before. There was a small delay. The customer wants to be kept informed.	09/29/04	Apologized to Customer. Operator did not remember this call - couldn't recall any delays in calls she handled. Explained to the operator it is important to keep customer informed of everything going on.

10/03/04	Customer asked CA to call Wal-Mart grocery dept where the line rang a while after transfer. CA typed "no one available." Cust asked for redial and to page grocery--since no one answered. CA replied "No one is avail." Cust. asked CA if he had redialed as asked and CA repeated "no one avail." CA wants CA to follow directions.	10/03/04	Apologized for the inconvenience and thanked the customer for calling. Spoke w/agent. Agent admits to typing, "No one is available." He says this was the recording that came on after many rings. Coached the CA on letting the cust. know upon reaching a recording and instructed him to follow customer's instructions.
10/10/04	Customer states operator typed back everything he typed. Customer explained he asked a hearing person in his home to join on another line. She confirmed the operator repeated the customer's words. The customer states his printer tape will verify this. Customer gave example: I am calling concerning my account, and the operator repeated this to him, "I am calling concerning my account."	10/23/04	Apologized to Customer. Met with a CA. Coached agent on importance of call processing procedures. Agent also advised of consequences of being rude.
10/17/04	Customer reports CA provided poor service. The customer was unhappy with poor spelling and inaccuracy.	10/18/04	Apologized to Customer. Faxed to FL center. Unable to resolve complaint because CA number not active at this time.
11/12/04	CA did not respond to my call. I typed Hello GA but he never answered me. I hung up and called back.	11/13/04	Apologized to customer and said agent would be coached. Agent did not remember this call, however does know the importance of staying focused on all calls.
11/13/04	Customer received a call from deaf parents, and during the conversation she was intentionally speaking slowly to her parents, and the CA interjected "You don't have to talk that slow; you can talk at a normal speed." At the end of the call, the customer asked for the supervisor's number and agent refused to give it out, only giving the customer service number.	11/14/04	Thanked customer for letting us know and assured that the complaint would be sent in exactly as stated so that is would be looked into further. Coached CA on appropriate phrases and following customer instructions. CA demonstrated proper procedure and did not recall the call.
12/06/04	On 9/9/04 the CA wasn't relaying all voice caller messages. I discovered I was told things by voice caller that didn't come out in my call. This is first time in a long time.	12/06/04	Informed customer everything was documented and would be forwarded to CA's immediate supervisor. Everything was relayed. CA was coached regarding verbatim and slowdown procedure.
12/06/04	Operations: CA didn't remember this call; however, CA was coached in importance not disconnecting, and consequences of disconnecting a caller.	05/31/05	Called on 9/20/04 at 5:15 PM EST--no answer. Again called 9/22/04--no answer. Letter sent to customer. 9/22/04.
12/09/04	The customer stated that s/he was hung up and also stated that the agent had an attitude. S/he requested the supervisor (assistant supervisor on duty during the time of complaint) to place their call but the supervisor was unable to provide this at that time of request. The customer requested an address to write to. Assistant supervisor erroneously gave the phone number of the MN Consumer Relation Manager rather than Alabama Sprint Account Manager.	12/09/04	Since there was no CA id provided thus Supervisor was unable to follow up with an agent for a follow up.
09/08/04	(CAPTEL) Accuracy of captions; Captioning speed; Echo sounds	09/30/04	Sent customers tips to reduce the occurrence of echo. also sent information to customer regarding how use of voice-technology works. Suggested writing down CA number, date and time of future calls.

01/17/05	(CAPTEL) Disconnect/Reconnect during calls	01/18/05	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnect/reconnect might be occurring and sent letter with tips to reduce their occurrence. Customer recently obtained call waiting service. Explained to customer how to program block for call waiting.
05/31/05	(CAPTEL) Disconnect/Reconnect during calls	05/31/05	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnect/reconnect might be occurring and sent letter with tips to reduce their occurrence.



Relay AL

June 2004 to May 2005

RECEIVED & INSPECTED
JUN 29 2005
FCC - MAILROOM

		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL
SERVICE COMPLAINTS														
#00	Answer Wait Time	0	0	0	0	0	1	0	0	0	0	0	0	1
#01	Dial Out Time	0	0	0	0	0	0	0	0	0	0	0	0	0
#02	Didn't Follow Database Inst.	0	0	0	0	0	0	0	0	0	0	0	0	0
#03	Didn't Follow Cust. Instruct.	0	0	1	0	1	1	0	0	0	0	0	0	3
#04	Didn't Keep Customer Informed	1	1	0	2	0	0	1	0	0	0	0	0	5
#05	Agent Disconnected Caller	0	0	1	0	0	0	2	0	0	1	0	2	6
#06	Poor Spelling	0	0	0	0	0	0	0	0	0	0	0	0	0
#07	Typing Speed/Accuracy	0	0	1	1	1	0	0	0	0	1	0	0	4
#08	Poor Voice Tone	0	0	0	0	0	0	0	0	0	0	0	2	2
#09	Everything Relayed	0	0	0	0	0	0	0	0	0	1	0	0	1
#10	HCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0
#11	VCO Procedures Not Followed	0	1	0	0	0	0	0	0	0	0	0	0	1
#12	Two-Line VCO Procedure Not F	0	0	0	0	0	0	0	0	0	0	0	0	0
#13	Background Noise Not Typed	0	0	0	0	0	0	0	0	0	0	0	0	0
#14	Feelings Not Described	0	0	0	0	0	0	0	0	0	0	0	0	0
#15	Recording Feature Not Used	0	0	0	0	0	0	0	0	0	0	0	0	0
#16	Noise in Center	0	0	0	0	0	0	0	0	0	0	0	0	0
#17	Agent Was Rude	2	0	0	1	1	0	0	0	0	1	1	0	6
#18	Problem Answer Machine	0	0	0	0	0	0	0	0	0	0	0	0	0
#19	Spanish Service	0	0	0	0	0	0	0	0	0	0	0	0	0
#20	Speech to Speech	0	0	0	0	0	0	0	0	0	0	0	0	0
#21	Other Problem Type Complaint	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL		3	2	3	4	3	2	3	0	0	4	1	4	29

TECHNICAL COMPLAINTS

#22	Lost Branding	0	0	0	0	0	0	0	1	0	0	0	0	1
#23	Charged for Local Call	0	0	0	0	0	0	0	0	0	0	0	0	0
#24	Trouble Linking Up	0	0	0	0	0	0	0	0	0	0	0	0	0
#25	Line Disconnected	0	0	1	0	0	0	0	1	0	0	0	1	3
#26	Garbled Message	0	0	0	0	0	0	0	0	0	0	0	0	0
#27	Database Not Available	0	0	0	0	0	0	0	0	0	0	0	0	0
#28	Split Screen	0	0	0	0	0	0	0	0	0	0	0	0	0
#29	Other Technical Type Complaint	0	0	1	0	0	0	0	0	0	0	0	1	2
#57	Caller ID	0	0	0	0	0	0	0	0	0	0	0	0	0
#58	Regional 800 Calls	0	0	0	0	0	0	0	0	0	0	0	0	0
#59	Transmission (Can't hear or be heard)	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL		0	0	2	0	0	0	0	2	0	0	0	2	6

MISC COMPLAINTS

#30	Rates	0	0	0	0	0	0	0	0	0	0	0	0	0
#31	OSD	0	0	0	0	0	0	0	0	0	0	0	0	0
#32	No 900 Number	0	0	0	0	0	0	0	0	0	0	0	0	0
#33	Carrier of Choice	0	0	0	0	0	0	0	0	0	0	0	0	0
#34	Network Recording	0	0	0	0	0	0	0	0	0	0	0	0	0
#35	Other	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL		0	0	0	0	0	0	0	0	0	0	0	0	0

TOTAL CONTACT

3	2	5	4	3	2	3	2	0	4	1	6	35
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Relay AL

June 2004 to May 2005

RECEIVED & INSPECTED

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FCC - MAILROOM

		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL
SERVICE COMPLAINTS														
#00	Answer Wait Time	0	0	0	0	0	1	0	0	0	0	0	0	1
#01	Dial Out Time	0	0	0	0	0	0	0	0	0	0	0	0	0
#02	Didn't Follow Database Inst.	0	0	0	0	0	0	0	0	0	0	0	0	0
#03	Didn't Follow Cust. Instruct.	0	0	1	0	1	1	0	0	0	0	0	0	3
#04	Didn't Keep Customer Informed	1	1	0	2	0	0	1	0	0	0	0	0	5
#05	Agent Disconnected Caller	0	0	1	0	0	0	2	0	0	1	0	2	6
#06	Poor Spelling	0	0	0	0	0	0	0	0	0	0	0	0	0
#07	Typing Speed/Accuracy	0	0	1	1	1	0	0	0	0	1	0	0	4
#08	Poor Voice Tone	0	0	0	0	0	0	0	0	0	0	0	2	2
#09	Everything Relayed	0	0	0	0	0	0	0	0	0	1	0	0	1
#10	HCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0
#11	VCO Procedures Not Followed	0	1	0	0	0	0	0	0	0	0	0	0	1
#12	Two-Line VCO Procedure Not F	0	0	0	0	0	0	0	0	0	0	0	0	0
#13	Background Noise Not Typed	0	0	0	0	0	0	0	0	0	0	0	0	0
#14	Feelings Not Described	0	0	0	0	0	0	0	0	0	0	0	0	0
#15	Recording Feature Not Used	0	0	0	0	0	0	0	0	0	0	0	0	0
#16	Noise in Center	0	0	0	0	0	0	0	0	0	0	0	0	0
#17	Agent Was Rude	2	0	0	1	1	0	0	0	0	1	1	0	6
#18	Problem Answer Machine	0	0	0	0	0	0	0	0	0	0	0	0	0
#19	Spanish Service	0	0	0	0	0	0	0	0	0	0	0	0	0
#20	Speech to Speech	0	0	0	0	0	0	0	0	0	0	0	0	0
#21	Other Problem Type Complaint	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL		3	2	3	4	3	2	3	0	0	4	1	4	29

TECHNICAL COMPLAINTS													
#22	Lost Branding	0	0	0	0	0	0	0	1	0	0	0	1
#23	Charged for Local Call	0	0	0	0	0	0	0	0	0	0	0	0
#24	Trouble Linking Up	0	0	0	0	0	0	0	0	0	0	0	0
#25	Line Disconnected	0	0	1	0	0	0	0	1	0	0	1	3
#26	Garbled Message	0	0	0	0	0	0	0	0	0	0	0	0
#27	Database Not Available	0	0	0	0	0	0	0	0	0	0	0	0
#28	Split Screen	0	0	0	0	0	0	0	0	0	0	0	0
#29	Other Technical Type Complaint	0	0	1	0	0	0	0	0	0	0	1	2
#57	Caller ID	0	0	0	0	0	0	0	0	0	0	0	0
#58	Regional 800 Calls	0	0	0	0	0	0	0	0	0	0	0	0
#59	Transmission (Can't hear or be heard)	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL		0	0	2	0	0	0	0	2	0	0	0	6

MISC COMPLAINTS													
#30	Rates	0	0	0	0	0	0	0	0	0	0	0	0
#31	OSD	0	0	0	0	0	0	0	0	0	0	0	0
#32	No 900 Number	0	0	0	0	0	0	0	0	0	0	0	0
#33	Carrier of Choice	0	0	0	0	0	0	0	0	0	0	0	0
#34	Network Recording	0	0	0	0	0	0	0	0	0	0	0	0
#35	Other	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL		0	0	0	0	0	0	0	0	0	0	0	0

TOTAL CONTACT	3	2	5	4	3	2	3	2	0	4	1	6	35
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Relay AL

June 2004 to May 2005

RECEIVED & INSPECTED

JUN 29 2005

FCC - MAILROOM

		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL
SERVICE COMPLAINTS														
#00	Answer Wait Time	0	0	0	0	0	1	0	0	0	0	0	0	1
#01	Dial Out Time	0	0	0	0	0	0	0	0	0	0	0	0	0
#02	Didn't Follow Database Inst.	0	0	0	0	0	0	0	0	0	0	0	0	0
#03	Didn't Follow Cust. Instruct.	0	0	1	0	1	1	0	0	0	0	0	0	3
#04	Didn't Keep Customer Informed	1	1	0	2	0	0	1	0	0	0	0	0	5
#05	Agent Disconnected Caller	0	0	1	0	0	0	2	0	0	1	0	2	6
#06	Poor Spelling	0	0	0	0	0	0	0	0	0	0	0	0	0
#07	Typing Speed/Accuracy	0	0	1	1	1	0	0	0	0	1	0	0	4
#08	Poor Voice Tone	0	0	0	0	0	0	0	0	0	0	0	2	2
#09	Everything Relayed	0	0	0	0	0	0	0	0	0	1	0	0	1
#10	HCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0
#11	VCO Procedures Not Followed	0	1	0	0	0	0	0	0	0	0	0	0	1
#12	Two-Line VCO Procedure Not F	0	0	0	0	0	0	0	0	0	0	0	0	0
#13	Background Noise Not Typed	0	0	0	0	0	0	0	0	0	0	0	0	0
#14	Feelings Not Described	0	0	0	0	0	0	0	0	0	0	0	0	0
#15	Recording Feature Not Used	0	0	0	0	0	0	0	0	0	0	0	0	0
#16	Noise in Center	0	0	0	0	0	0	0	0	0	0	0	0	0
#17	Agent Was Rude	2	0	0	1	1	0	0	0	0	1	1	0	6
#18	Problem Answer Machine	0	0	0	0	0	0	0	0	0	0	0	0	0
#19	Spanish Service	0	0	0	0	0	0	0	0	0	0	0	0	0
#20	Speech to Speech	0	0	0	0	0	0	0	0	0	0	0	0	0
#21	Other Problem Type Complaint	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL		3	2	3	4	3	2	3	0	0	4	1	4	29

TECHNICAL COMPLAINTS													
#22	Lost Branding	0	0	0	0	0	0	0	1	0	0	0	1
#23	Charged for Local Call	0	0	0	0	0	0	0	0	0	0	0	0
#24	Trouble Linking Up	0	0	0	0	0	0	0	0	0	0	0	0
#25	Line Disconnected	0	0	1	0	0	0	0	1	0	0	1	3
#26	Garbled Message	0	0	0	0	0	0	0	0	0	0	0	0
#27	Database Not Available	0	0	0	0	0	0	0	0	0	0	0	0
#28	Split Screen	0	0	0	0	0	0	0	0	0	0	0	0
#29	Other Technical Type Complaint	0	0	1	0	0	0	0	0	0	0	1	2
#57	Caller ID	0	0	0	0	0	0	0	0	0	0	0	0
#58	Regional 800 Calls	0	0	0	0	0	0	0	0	0	0	0	0
#59	Transmission (Can't hear or be heard)	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL		0	0	2	0	0	0	0	2	0	0	0	6

MISC COMPLAINTS													
#30	Rates	0	0	0	0	0	0	0	0	0	0	0	0
#31	OSD	0	0	0	0	0	0	0	0	0	0	0	0
#32	No 900 Number	0	0	0	0	0	0	0	0	0	0	0	0
#33	Carrier of Choice	0	0	0	0	0	0	0	0	0	0	0	0
#34	Network Recording	0	0	0	0	0	0	0	0	0	0	0	0
#35	Other	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL		0	0	0	0	0	0	0	0	0	0	0	0

TOTAL CONTACT	3	2	5	4	3	2	3	2	0	4	1	6	35
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Relay AL

June 2004 to May 2005

RECEIVED & INSPECTED

JUN 29 2005

FCC - MAILROOM

		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL
SERVICE COMPLAINTS														
#00	Answer Wait Time	0	0	0	0	0	1	0	0	0	0	0	0	1
#01	Dial Out Time	0	0	0	0	0	0	0	0	0	0	0	0	0
#02	Didn't Follow Database Inst.	0	0	0	0	0	0	0	0	0	0	0	0	0
#03	Didn't Follow Cust. Instruct.	0	0	1	0	1	1	0	0	0	0	0	0	3
#04	Didn't Keep Customer Informed	1	1	0	2	0	0	1	0	0	0	0	0	5
#05	Agent Disconnected Caller	0	0	1	0	0	0	2	0	0	1	0	2	6
#06	Poor Spelling	0	0	0	0	0	0	0	0	0	0	0	0	0
#07	Typing Speed/Accuracy	0	0	1	1	1	0	0	0	0	1	0	0	4
#08	Poor Voice Tone	0	0	0	0	0	0	0	0	0	0	0	2	2
#09	Everything Relayed	0	0	0	0	0	0	0	0	0	1	0	0	1
#10	HCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0
#11	VCO Procedures Not Followed	0	1	0	0	0	0	0	0	0	0	0	0	1
#12	Two-Line VCO Procedure Not F	0	0	0	0	0	0	0	0	0	0	0	0	0
#13	Background Noise Not Typed	0	0	0	0	0	0	0	0	0	0	0	0	0
#14	Feelings Not Described	0	0	0	0	0	0	0	0	0	0	0	0	0
#15	Recording Feature Not Used	0	0	0	0	0	0	0	0	0	0	0	0	0
#16	Noise in Center	0	0	0	0	0	0	0	0	0	0	0	0	0
#17	Agent Was Rude	2	0	0	1	1	0	0	0	0	1	1	0	6
#18	Problem Answer Machine	0	0	0	0	0	0	0	0	0	0	0	0	0
#19	Spanish Service	0	0	0	0	0	0	0	0	0	0	0	0	0
#20	Speech to Speech	0	0	0	0	0	0	0	0	0	0	0	0	0
#21	Other Problem Type Complaint	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL		3	2	3	4	3	2	3	0	0	4	1	4	29

TECHNICAL COMPLAINTS													
#22	Lost Branding	0	0	0	0	0	0	0	1	0	0	0	1
#23	Charged for Local Call	0	0	0	0	0	0	0	0	0	0	0	0
#24	Trouble Linking Up	0	0	0	0	0	0	0	0	0	0	0	0
#25	Line Disconnected	0	0	1	0	0	0	0	1	0	0	1	3
#26	Garbled Message	0	0	0	0	0	0	0	0	0	0	0	0
#27	Database Not Available	0	0	0	0	0	0	0	0	0	0	0	0
#28	Split Screen	0	0	0	0	0	0	0	0	0	0	0	0
#29	Other Technical Type Complaint	0	0	1	0	0	0	0	0	0	0	1	2
#57	Caller ID	0	0	0	0	0	0	0	0	0	0	0	0
#58	Regional 800 Calls	0	0	0	0	0	0	0	0	0	0	0	0
#59	Transmission (Can't hear or be heard)	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL		0	0	2	0	0	0	0	2	0	0	2	6

MISC COMPLAINTS													
#30	Rates	0	0	0	0	0	0	0	0	0	0	0	0
#31	OSD	0	0	0	0	0	0	0	0	0	0	0	0
#32	No 900 Number	0	0	0	0	0	0	0	0	0	0	0	0
#33	Carrier of Choice	0	0	0	0	0	0	0	0	0	0	0	0
#34	Network Recording	0	0	0	0	0	0	0	0	0	0	0	0
#35	Other	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL		0	0	0	0	0	0	0	0	0	0	0	0

TOTAL CONTACT	3	2	5	4	3	2	3	2	0	4	1	6	35
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RECEIVED & INSPECTED

JUN 29 2005

FCC - MAILROOM

Complaint Tracking for AL (06/01/2004-05/31/2005). Total Customer Contacts: 35

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
01/05/05	Voice caller from Alabama complains that she is getting TTY tones when dialing 711 from her home. Customer was upset with Sprint Relay service. Will contact AM herself.	01/05/05	Branded as voice. Apologized to Customer and advised customer to use voice toll free# and add note for her # as voice. AM meet with customer on 2/3. Entered Trouble ticket 2288051. Technician checked customer ani using for call type using ani.edit and customer number listed as answer type TDD. Test call placed from each host site. Confirmed that customer answer type TDD. Ani.dat for each host site is current as of 01/06 and customer call is being answered as branded.
03/11/05	Cuts stated agent did not process the call properly. Also the CA didn't relay everything. F/up at ph nor listed.	03/11/05	Apologized to Customer. Appropriate coaching provided to CA on relaying the call and transpiring. 3/11/05 Tried 3 times then reached customer 4th time and she was satisfied with outcome.
03/18/05	I spoke with my parents. The CA typed GA when I was not finished talking. There was confusion in the conversation between me and my parents. The CA did not relay the information properly for example Appointment - the CA type PT. No follow-up required.	03/18/05	Apologized for the inconvenience. Met with CA and agent was coached on using proper pacing phrases, by letting the person know that the TTY interrupted the agent's typing. CA was also given a typing test and did meet sprint requirements for accuracy.
03/22/05	Customer said the CA's tone was rude. CA was not typing on a normal pace. Customer requested to speak with a supervisor. Follow up call requested at the number provided.	03/22/05	Apologized to Customer. Coached CA on proper procedures on standard phrasing. Contacted on 5/17/05. Customer thanked me for calling back. No follow up required.
03/23/05	Inbound voice says that they called in to relay and the CA said "hello" and then hung up on her. She gave I.D. # but stated that the only thing said was "hello" and then she was hung up on. She would like follow up.	03/23/05	Spoke with CA regarding call, coached on proper procedure, and not to hang up on callers Attempted to contact customer 5/20/04- No Answer. 2nd Attempt to contact customer. - No Answer 5/23/05 3rd attempt to contact at listed number. Person who answered phone informed it was the wrong number. No further contact possible.
04/25/05	At 904 am (Thursday, April 21st) voice received a call from her mother's boyfriend thru relay. During the process of relaying the CA stated that he could not understand the voice caller and asked her to repeat what was said. The customer repeated and asked the CA if he understood. The CA made a racial comment. The voice caller was immediately disconnected. Apologized for the type of service she experienced and upon request she was unable to provide the CA ID number. Stated that she would call the TTY user for CA ID nor. No follow up requested.	04/25/05	Apologized for the inconvenience. Monday, April 25th at 930 am, contacted the voice caller to see if she was able to obtain the CA ID nor from the TTY customer. She stated that she does not. Apologized for the service she experienced and advised that CA ID nor is essential for a following up with an agent. Customer understood the procedure.

05/04/05	Customer Complaint: Customer reports that caller ID is not working through AL Relay, and now it is even worse than before. 95% of the time, it shows "Unavailable". Additionally, when someone calls through relay AL they get the message that the person has privacy block, so they need to unblock their number. She does not have that feature through her LEC and wants the problem corrected ASAP. Follow up requested. Reassigned to AM.	05/04/05	Apologized to Customer. Forwarding to AL acct mgr for review Trouble ticket has been made. AM met with Customer on 5/19. Tech made 2 test calls to verify the privacy blocked.
05/09/05	CA hung up on me. There is no CA at the Moorhead center with that CA number.	05/09/05	Apologized to Customer. There is no CA at the Moorhead Center with that CA number.
05/11/05	Customer complained that CA's voice was not clear and was speaking too slow. No follow-up was needed.	05/11/05	Followed up with this agent. CA was coached on proper conversational flow and inflection.
05/16/05	CA hung up on me. Informed caller complaint would be forwarded to appropriate center. Caller would like a call back at number provided. If no answer caller asks that supervisor leaves message on ans mach.	05/20/05	Apologized to Customer. CA was coached on proper disconnect procedures and is aware of the consequences of disconnecting customers. Attempted to contact customer 3 times with no answer and did not get an answering machine to leave a message. 5/20/05
05/19/05	At approximately 745 pm, the customer stated that a relay CA thought to be 7030 left message on their answer machine (by voice) at a pace too fast to be heard. Unable to understand. Apologized to the customer and the customer appreciated our attempted to relay the message using AMR to retrieve the message. No follow up necessary.	05/23/05	No such agent, no further action possible.
06/03/04	Megan stated CA #3816F was rude and has been on numerous occasions, was making 2 line VCO call at the time.	06/08/04	Followed up with customer. CA was trained again with the proper procedure.
06/08/04	TTY user complaining that operator typed the word "shit" and he/she was offended by it. TTY user asked the operator "Why nasty word" and the operator said it was a typo and was trying to type "this is." TTY user has a print out of conversation and reported it back to me.	06/09/04	Apologized on behalf of the operator and advised the caller the complaint will be forwarded to the appropriate center for investigation. Agent reported this situation to a supervisor as soon as it occurred and fully understands and acknowledges the error. Operator attempted to correct with XXX, but TTY user started typing and prevented operator from correcting typo.
06/10/04	Did not tell us ringing and very long delays during call.	06/10/04	Thanked customer for information and said would give to agent's supervisor for follow up. Talked with agent and she stated the outbound person picked up before she could hear any ringing so three was no need to send the ringing macro and was on hold throughout the call. Stated she did use the holding macro. Agent understands call handling procedures.

07/21/04	Customer stated the agent didn't acknowledge she was using VCO. Would not dial the number after she voices it.	07/21/04	Apologized for any inconvenience. No Follow up requested. Talked with the CA and she said the only call she may have had a problem with didn't state she was using vco, this is the reason why she kept sending nor ur calling to pls. CA does understand VCO procedures.
07/21/04	Customer stated agent didn't keep her informed when the outbound person hung up.	07/22/04	Apologized for any inconvenience and stated this complaint would be forwarded to the appropriate supervisor. No follow up requested. Proper procedures were followed.
08/11/04	TTY user reports that CA did not type verbatim. Agent typed in short sentences and could not figure out what the person was saying. Time lapse between the voice person speaking and agent typing and all were short sentences and long pauses, not how person talks. No follow-up needed.	08/12/04	Apologized for problem encountered, advised complaint would be forwarded to supervisor. CA was coached on remaining responsive and focused and keeping the TTY user informed.
08/15/04	Customer stated was placing a very important order and it was almost finished, the guy was getting ready to verify all the information and the operator disconnected the call.	08/15/04	Apologized for any inconvenience and stated this complaint will be forwarded to appropriate supervisor. Talked with the CA and the agent did not remember this call, however, was coached on the importance of not disconnecting calls. Also advised the agent that action will be taken if repeated. Sent letter to customer on 8/17/04
08/18/04	CA ID# did not transmit at the beginning when the state relay greeting came across. Customer stated that this occurs only in the mornings but turns out ok later in the day.	08/18/04	Apologized to the customer and thanked them for their time.
08/26/04	TTY customer called to ask why this CA was not typing 60 words per minute after he asked them to do so and also she was definitely not typing the full English and verbatim when he made his call.	08/26/04	Apologized for the handling of this call. CA is aware of the need to type verbatim and the use of the English language. Agent has passed the minimum WPM typing speed.
08/31/04	The customer stated they called an 800 number and the operator let them know the phone was ringing and they did not have any response after that.	08/31/04	Thanked customer for the feedback and told them we would look into the situation. The CA said she dialed the number and then the inbound disconnected the line.
09/18/04	An Alabama voice caller called 2 different supervisors with in 5 min apart and complained about CA insulting the caller and hung up before placing a call. Caller requested a call be placed and it went out to a TTY. Caller was unsure of the number to call them back. First# was provided & changed it to 2nd numbers	09/21/04	Supervisor apologized for rudeness. Trained w/CA on phone etiquette; and the need to listen carefully and be polite at all times. Follow-up was not possible, both numbers are disconnected.
09/29/04	Customer called to question why the agent didn't follow procedure. He explained he gave the long Dist. number to dial. The CA typed, "hold while I connect." and that this has never been done before. There was a delay.	09/29/04	Apologized to Customer. Explained to customer that CA may have experienced tech. difficulties. Operator did not remember this call--couldn't recall any delays in calls she handled. Explained to the operator it is important to keep customer informed of everything transpiring.
09/29/04	Customer called to question why the CA did not follow procedure. He explained that he gave the long distance number to dial. The CA typed "hold while I connect", and that has never been done before. There was a small delay. The customer wants to be kept informed.	09/29/04	Apologized to Customer. Operator did not remember this call - couldn't recall any delays in calls she handled. Explained to the operator it is important to keep customer informed of everything going on.

10/03/04	Customer asked CA to call Wal-Mart grocery dept where the line rang a while after transfer. CA typed "no one available." Cust asked for redial and to page grocery--since no one answered. CA replied "No one is avail." Cust. asked CA if he had redialed as asked and CA repeated "no one avail." CA wants CA to follow directions.	10/03/04	Apologized for the inconvenience and thanked the customer for calling. Spoke w/agent. Agent admits to typing, "No one is available." He says this was the recording that came on after many rings. Coached the CA on letting the cust. know upon reaching a recording and instructed him to follow customer's instructions.
10/10/04	Customer states operator typed back everything he typed. Customer explained he asked a hearing person in his home to join on another line. She confirmed the operator repeated the customer's words. The customer states his printer tape will verify this. Customer gave example: I am calling concerning my account, and the operator repeated this to him, "I am calling concerning my account.	10/23/04	Apologized to Customer. Met with a CA. Coached agent on importance of call processing procedures. Agent also advised of consequences of being rude.
10/17/04	Customer reports CA provided poor service. The customer was unhappy with poor spelling and inaccuracy.	10/18/04	Apologized to Customer. Faxed to FL center. Unable to resolve complaint because CA number not active at this time.
11/12/04	CA did not respond to my call. I typed Hello GA but he never answered me. I hung up and called back.	11/13/04	Apologized to customer and said agent would be coached. Agent did not remember this call, however does know the importance of staying focused on all calls.
11/13/04	Customer received a call from deaf parents, and during the conversation she was intentionally speaking slowly to her parents, and the CA interjected "You don't have to talk that slow; you can talk at a normal speed." At the end of the call, the customer asked for the supervisor's number and agent refused to give it out, only giving the customer service number.	11/14/04	Thanked customer for letting us know and assured that the complaint would be sent in exactly as stated so that it would be looked into further. Coached CA on appropriate phrases and following customer instructions. CA demonstrated proper procedure and did not recall the call.
12/06/04	On 9/9/04 the CA wasn't relaying all voice caller messages. I discovered I was told things by voice caller that didn't come out in my call. This is first time in a long time.	12/06/04	Informed customer everything was documented and would be forwarded to CA's immediate supervisor. Everything was relayed. CA was coached regarding verbatim and slowdown procedure.
12/06/04	Operations: CA didn't remember this call; however, CA was coached in importance not disconnecting, and consequences of disconnecting a caller.	05/31/05	Called on 9/20/04 at 5:15 PM EST--no answer. Again called 9/22/04--no answer. Letter sent to customer. 9/22/04.
12/09/04	The customer stated that s/he was hung up and also stated that the agent had an attitude. S/he requested the supervisor (assistant supervisor on duty during the time of complaint) to place their call but the supervisor was unable to provide this at that time of request. The customer requested an address to write to. Assistant supervisor erroneously gave the phone number of the MN Consumer Relation Manager rather than Alabama Sprint Account Manager.	12/09/04	Since there was no CA id provided thus Supervisor was unable to follow up with an agent for a follow up.
09/08/04	(CAPTEL) Accuracy of captions; Captioning speed; Echo sounds	09/30/04	Sent customers tips to reduce the occurrence of echo. also sent information to customer regarding how use of voice-technology works. Suggested writing down CA number, date and time of future calls.

01/17/05	(CAPTEL) Disconnect/Reconnect during calls	01/18/05	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnect/reconnect might be occurring and sent letter with tips to reduce their occurrence. Customer recently obtained call waiting service. Explained to customer how to program block for call waiting.
05/31/05	(CAPTEL) Disconnect/Reconnect during calls	05/31/05	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnect/reconnect might be occurring and sent letter with tips to reduce their occurrence.

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JUN 29 2005

FCC - MAILROOM

Complaint Tracking for AL (06/01/2004-05/31/2005). Total Customer Contacts: 35

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
01/05/05	Voice caller from Alabama complains that she is getting TTY tones when dialing 711 from her home. Customer was upset with Sprint Relay service. Will contact AM herself.	01/05/05	Branded as voice. Apologized to Customer and advised customer to use voice toll free# and add note for her # as voice. AM meet with customer on 2/3. Entered Trouble ticket 2288051. Technician checked customer ani using for call type using ani.edit and customer number listed as answer type TDD. Test call placed from each host site. Confirmed that customer answer type TDD. Ani.dat for each host site is current as of 01/06 and customer call is being answered as branded.
03/11/05	Cuts stated agent did not process the call properly. Also the CA didn't relay everything. F/up at ph nor listed.	03/11/05	Apologized to Customer. Appropriate coaching provided to CA on relaying the call and transpiring. 3/11/05 Tried 3 times then reached customer 4th time and she was satisfied with outcome.
03/18/05	I spoke with my parents. The CA typed GA when I was not finished talking. There was confusion in the conversation between me and my parents. The CA did not relay the information properly for example Appointment - the CA type PT. No follow-up required.	03/18/05	Apologized for the inconvenience. Met with CA and agent was coached on using proper pacing phrases, by letting the person know that the TTY interrupted the agent's typing. CA was also given a typing test and did meet sprint requirements for accuracy.
03/22/05	Customer said the CA's tone was rude. CA was not typing on a normal pace. Customer requested to speak with a supervisor. Follow up call requested at the number provided.	03/22/05	Apologized to Customer. Coached CA on proper procedures on standard phrasing. Contacted on 5/17/05. Customer thanked me for calling back. No follow up required.
03/23/05	Inbound voice says that they called in to relay and the CA said "hello" and then hung up on her. She gave I.D. # but stated that the only thing said was "hello" and then she was hung up on. She would like follow up.	03/23/05	Spoke with CA regarding call, coached on proper procedure, and not to hang up on callers Attempted to contact customer 5/20/04- No Answer. 2nd Attempt to contact customer. - No Answer 5/23/05 3rd attempt to contact at listed number. Person who answered phone informed it was the wrong number. No further contact possible.
04/25/05	At 904 am (Thursday, April 21st) voice received a call from her mother's boyfriend thru relay. During the process of relaying the CA stated that he could not understand the voice caller and asked her to repeat what was said. The customer repeated and asked the CA if he understood. The CA made a racial comment. The voice caller was immediately disconnected. Apologized for the type of service she experienced and upon request she was unable to provide the CA ID number. Stated that she would call the TTY user for CA ID nor. No follow up requested.	04/25/05	Apologized for the inconvenience. Monday, April 25th at 930 am, contacted the voice caller to see if she was able to obtain the CA ID nor from the TTY customer. She stated that she does not. Apologized for the service she experienced and advised that CA ID nor is essential for a following up with an agent. Customer understood the procedure.

05/04/05	Customer Complaint: Customer reports that caller ID is not working through AL Relay, and now it is even worse than before. 95% of the time, it shows "Unavailable". Additionally, when someone calls through relay AL they get the message that the person has privacy block, so they need to unblock their number. She does not have that feature through her LEC and wants the problem corrected ASAP. Follow up requested. Reassigned to AM.	05/04/05	Apologized to Customer. Forwarding to AL acct mgr for review Trouble ticket has been made. AM met with Customer on 5/19. Tech made 2 test calls to verify the privacy blocked.
05/09/05	CA hung up on me. There is no CA at the Moorhead center with that CA number.	05/09/05	Apologized to Customer. There is no CA at the Moorhead Center with that CA number.
05/11/05	Customer complained that CA's voice was not clear and was speaking too slow. No follow-up was needed.	05/11/05	Followed up with this agent. CA was coached on proper conversational flow and inflection.
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05/19/05	At approximately 745 pm, the customer stated that a relay CA thought to be 7030 left message on their answer machine (by voice) at a pace too fast to be heard. Unable to understand. Apologized to the customer and the customer appreciated our attempted to relay the message using AMR to retrieve the message. No follow up necessary.	05/23/05	No such agent, no further action possible.
06/03/04	Megan stated CA #3816F was rude and has been on numerous occasions, was making 2 line VCO call at the time.	06/08/04	Followed up with customer. CA was trained again with the proper procedure.
06/08/04	TTY user complaining that operator typed the word "shit" and he/she was offended by it. TTY user asked the operator "Why nasty word" and the operator said it was a typo and was trying to type "this is." TTY user has a print out of conversation and reported it back to me.	06/09/04	Apologized on behalf of the operator and advised the caller the complaint will be forwarded to the appropriate center for investigation. Agent reported this situation to a supervisor as soon as it occurred and fully understands and acknowledges the error. Operator attempted to correct with XXX, but TTY user started typing and prevented operator from correcting typo.
06/10/04	Did not tell us ringing and very long delays during call.	06/10/04	Thanked customer for information and said would give to agent's supervisor for follow up. Talked with agent and she stated the outbound person picked up before she could hear any ringing so there was no need to send the ringing macro and was on hold throughout the call. Stated she did use the holding macro. Agent understands call handling procedures.

07/21/04	Customer stated the agent didn't acknowledge she was using VCO. Would not dial the number after she voices it.	07/21/04	Apologized for any inconvenience. No Follow up requested. Talked with the CA and she said the only call she may have had a problem with didn't state she was using vco, this is the reason why she kept sending nor ur calling to pls. CA does understand VCO procedures.
07/21/04	Customer stated agent didn't keep her informed when the outbound person hung up.	07/22/04	Apologized for any inconvenience and stated this complaint would be forwarded to the appropriate supervisor. No follow up requested. Proper procedures were followed.
08/11/04	TTY user reports that CA did not type verbatim. Agent typed in short sentences and could not figure out what the person was saying. Time lapse between the voice person speaking and agent typing and all were short sentences and long pauses, not how person talks. No follow-up needed.	08/12/04	Apologized for problem encountered, advised complaint would be forwarded to supervisor. CA was coached on remaining responsive and focused and keeping the TTY user informed.
08/15/04	Customer stated was placing a very important order and it was almost finished, the guy was getting ready to verify all the information and the operator disconnected the call.	08/15/04	Apologized for any inconvenience and stated this complaint will be forwarded to appropriate supervisor. Talked with the CA and the agent did not remember this call, however, was coached on the importance of not disconnecting calls. Also advised the agent that action will be taken if repeated. Sent letter to customer on 8/17/04
08/18/04	CA ID# did not transmit at the beginning when the state relay greeting came across. Customer stated that this occurs only in the mornings but turns out ok later in the day.	08/18/04	Apologized to the customer and thanked them for their time.
08/26/04	TTY customer called to ask why this CA was not typing 60 words per minute after he asked them to do so and also she was definitely not typing the full English and verbatim when he made his call.	08/26/04	Apologized for the handling of this call. CA is aware of the need to type verbatim and the use of the English language. Agent has passed the minimum WPM typing speed.
08/31/04	The customer stated they called an 800 number and the operator let them know the phone was ringing and they did not have any response after that.	08/31/04	Thanked customer for the feedback and told them we would look into the situation. The CA said she dialed the number and then the inbound disconnected the line.
09/18/04	An Alabama voice caller called 2 different supervisors with in 5 min apart and complained about CA insulting the caller and hung up before placing a call. Caller requested a call be placed and it went out to a TTY. Caller was unsure of the number to call them back. First# was provided & changed it to 2nd numbers	09/21/04	Supervisor apologized for rudeness. Trained w/CA on phone etiquette; and the need to listen carefully and be polite at all times. Follow-up was not possible, both numbers are disconnected.
09/29/04	Customer called to question why the agent didn't follow procedure. He explained he gave the long Dist. number to dial. The CA typed, "hold while I connect." and that this has never been done before. There was a delay.	09/29/04	Apologized to Customer. Explained to customer that CA may have experienced tech. difficulties. Operator did not remember this call-- couldn't recall any delays in calls she handled. Explained to the operator it is important to keep customer informed of everything transpiring.
09/29/04	Customer called to question why the CA did not follow procedure. He explained that he gave the long distance number to dial. The CA typed "hold while I connect", and that has never been done before. There was a small delay. The customer wants to be kept informed.	09/29/04	Apologized to Customer. Operator did not remember this call - couldn't recall any delays in calls she handled. Explained to the operator it is important to keep customer informed of everything going on.

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12/06/04	On 9/9/04 the CA wasn't relaying all voice caller messages. I discovered I was told things by voice caller that didn't come out in my call. This is first time in a long time.	12/06/04	Informed customer everything was documented and would be forwarded to CA's immediate supervisor. Everything was relayed. CA was coached regarding verbatim and slowdown procedure.
12/06/04	Operations: CA didn't remember this call; however, CA was coached in importance not disconnecting, and consequences of disconnecting a caller.	05/31/05	Called on 9/20/04 at 5:15 PM EST--no answer. Again called 9/22/04--no answer. Letter sent to customer. 9/22/04.
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09/08/04	(CAPTEL) Accuracy of captions; Captioning speed; Echo sounds	09/30/04	Sent customers tips to reduce the occurrence of echo. also sent information to customer regarding how use of voice-technology works. Suggested writing down CA number, date and time of future calls.

01/17/05	(CAPTEL) Disconnect/Reconnect during calls	01/18/05	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnect/reconnect might be occurring and sent letter with tips to reduce their occurrence. Customer recently obtained call waiting service. Explained to customer how to program block for call waiting.
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03/11/05	Cuts stated agent did not process the call properly. Also the CA didn't relay everything. F/up at ph nor listed.	03/11/05	Apologized to Customer. Appropriate coaching provided to CA on relaying the call and transcribing. 3/11/05 Tried 3 times then reached customer 4th time and she was satisfied with outcome.
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05/04/05	Customer Complaint: Customer reports that caller ID is not working through AL Relay, and now it is even worse than before. 95% of the time, it shows "Unavailable". Additionally, when someone calls through relay AL they get the message that the person has privacy block, so they need to unblock their number. She does not have that feature through her LEC and wants the problem corrected ASAP. Follow up requested. Reassigned to AM.	05/04/05	Apologized to Customer. Forwarding to AL acct mgr for review Trouble ticket has been made. AM met with Customer on 5/19. Tech made 2 test calls to verify the privacy blocked.
05/09/05	CA hung up on me. There is no CA at the Moorhead center with that CA number.	05/09/05	Apologized to Customer. There is no CA at the Moorhead Center with that CA number.
05/11/05	Customer complained that CA's voice was not clear and was speaking too slow. No follow-up was needed.	05/11/05	Followed up with this agent. CA was coached on proper conversational flow and inflection.
05/16/05	CA hung up on me. Informed caller complaint would be forwarded to appropriate center. Caller would like a call back at number provided. If no answer caller asks that supervisor leaves message on ans mach.	05/20/05	Apologized to Customer. CA was coached on proper disconnect procedures and is aware of the consequences of disconnecting customers. Attempted to contact customer 3 times with no answer and did not get an answering machine to leave a message. 5/20/05
05/19/05	At approximately 745 pm, the customer stated that a relay CA thought to be 7030 left message on their answer machine (by voice) at a pace too fast to be heard. Unable to understand. Apologized to the customer and the customer appreciated our attempted to relay the message using AMR to retrieve the message. No follow up necessary.	05/23/05	No such agent, no further action possible.
06/03/04	Megan stated CA #3816F was rude and has been on numerous occasions, was making 2 line VCO call at the time.	06/08/04	Followed up with customer. CA was trained again with the proper procedure.
06/08/04	TTY user complaining that operator typed the word "shit" and he/she was offended by it. TTY user asked the operator "Why nasty word" and the operator said it was a typo and was trying to type "this is." TTY user has a print out of conversation and reported it back to me.	06/09/04	Apologized on behalf of the operator and advised the caller the complaint will be forwarded to the appropriate center for investigation. Agent reported this situation to a supervisor as soon as it occurred and fully understands and acknowledges the error. Operator attempted to correct with XXX, but TTY user started typing and prevented operator from correcting typo.
06/10/04	Did not tell us ringing and very long delays during call.	06/10/04	Thanked customer for information and said would give to agent's supervisor for follow up. Talked with agent and she stated the outbound person picked up before she could hear any ringing so there was no need to send the ringing macro and was on hold throughout the call. Stated she did use the holding macro. Agent understands call handling procedures.

07/21/04	Customer stated the agent didn't acknowledge she was using VCO. Would not dial the number after she voices it.	07/21/04	Apologized for any inconvenience. No Follow up requested. Talked with the CA and she said the only call she may have had a problem with didn't state she was using vco, this is the reason why she kept sending nor ur calling to pls. CA does understand VCO procedures.
07/21/04	Customer stated agent didn't keep her informed when the outbound person hung up.	07/22/04	Apologized for any inconvenience and stated this complaint would be forwarded to the appropriate supervisor. No follow up requested. Proper procedures were followed.
08/11/04	TTY user reports that CA did not type verbatim. Agent typed in short sentences and could not figure out what the person was saying. Time lapse between the voice person speaking and agent typing and all were short sentences and long pauses, not how person talks. No follow-up needed.	08/12/04	Apologized for problem encountered, advised complaint would be forwarded to supervisor. CA was coached on remaining responsive and focused and keeping the TTY user informed.
08/15/04	Customer stated was placing a very important order and it was almost finished, the guy was getting ready to verify all the information and the operator disconnected the call.	08/15/04	Apologized for any inconvenience and stated this complaint will be forwarded to appropriate supervisor. Talked with the CA and the agent did not remember this call, however, was coached on the importance of not disconnecting calls. Also advised the agent that action will be taken if repeated. Sent letter to customer on 8/17/04
08/18/04	CA ID# did not transmit at the beginning when the state relay greeting came across. Customer stated that this occurs only in the mornings but turns out ok later in the day.	08/18/04	Apologized to the customer and thanked them for their time.
08/26/04	TTY customer called to ask why this CA was not typing 60 words per minute after he asked them to do so and also she was definitely not typing the full English and verbatim when he made his call.	08/26/04	Apologized for the handling of this call. CA is aware of the need to type verbatim and the use of the English language. Agent has passed the minimum WPM typing speed.
08/31/04	The customer stated they called an 800 number and the operator let them know the phone was ringing and they did not have any response after that.	08/31/04	Thanked customer for the feedback and told them we would look into the situation. The CA said she dialed the number and then the inbound disconnected the line.
09/18/04	An Alabama voice caller called 2 different supervisors with in 5 min apart and complained about CA insulting the caller and hung up before placing a call. Caller requested a call be placed and it went out to a TTY. Caller was unsure of the number to call them back. First# was provided & changed it to 2nd numbers	08/21/04	Supervisor apologized for rudeness. Trained w/CA on phone etiquette; and the need to listen carefully and be polite at all times. Follow-up was not possible, both numbers are disconnected.
09/29/04	Customer called to question why the agent didn't follow procedure. He explained he gave the long Dist. number to dial. The CA typed, "hold while I connect," and that this has never been done before. There was a delay.	09/29/04	Apologized to Customer. Explained to customer that CA may have experienced tech. difficulties. Operator did not remember this call-- couldn't recall any delays in calls she handled. Explained to the operator it is important to keep customer informed of everything transpiring.
09/29/04	Customer called to question why the CA did not follow procedure. He explained that he gave the long distance number to dial. The CA typed "hold while I connect", and that has never been done before. There was a small delay. The customer wants to be kept informed.	08/29/04	Apologized to Customer. Operator did not remember this call - couldn't recall any delays in calls she handled. Explained to the operator it is important to keep customer informed of everything going on.

10/03/04	Customer asked CA to call Wal-Mart grocery dept where the line rang a while after transfer. CA typed "no one available." Cust asked for redial and to page grocery--since no one answered. CA replied "No one is avail." Cust. asked CA if he had redialed as asked and CA repeated "no one avail." CA wants CA to follow directions.	10/03/04	Apologized for the inconvenience and thanked the customer for calling. Spoke w/agent. Agent admits to typing, "No one is available." He says this was the recording that came on after many rings. Coached the CA on letting the cust. know upon reaching a recording and instructed him to follow customer's instructions.
10/10/04	Customer states operator typed back everything he typed. Customer explained he asked a hearing person in his home to join on another line. She confirmed the operator repeated the customer's words. The customer states his printer tape will verify this. Customer gave example: I am calling concerning my account, and the operator repeated this to him, "I am calling concerning my account."	10/23/04	Apologized to Customer. Met with a CA. Coached agent on importance of call processing procedures. Agent also advised of consequences of being rude.
10/17/04	Customer reports CA provided poor service. The customer was unhappy with poor spelling and inaccuracy.	10/18/04	Apologized to Customer. Faxed to FL center. Unable to resolve complaint because CA number not active at this time.
11/12/04	CA did not respond to my call. I typed Hello GA but he never answered me. I hung up and called back.	11/13/04	Apologized to customer and said agent would be coached. Agent did not remember this call, however does know the importance of staying focused on all calls.
11/13/04	Customer received a call from deaf parents, and during the conversation she was intentionally speaking slowly to her parents, and the CA interjected "You don't have to talk that slow; you can talk at a normal speed." At the end of the call, the customer asked for the supervisor's number and agent refused to give it out, only giving the customer service number.	11/14/04	Thanked customer for letting us know and assured that the complaint would be sent in exactly as stated so that it would be looked into further. Coached CA on appropriate phrases and following customer instructions. CA demonstrated proper procedure and did not recall the call.
12/06/04	On 9/9/04 the CA wasn't relaying all voice caller messages. I discovered I was told things by voice caller that didn't come out in my call. This is first time in a long time.	12/06/04	Informed customer everything was documented and would be forwarded to CA's immediate supervisor. Everything was relayed. CA was coached regarding verbatim and slowdown procedure.
12/06/04	Operations: CA didn't remember this call; however, CA was coached in importance not disconnecting, and consequences of disconnecting a caller.	05/31/05	Called on 9/20/04 at 5:15 PM EST--no answer. Again called 9/22/04--no answer. Letter sent to customer. 9/22/04.
12/09/04	The customer stated that s/he was hung up and also stated that the agent had an attitude. S/he requested the supervisor (assistant supervisor on duty during the time of complaint) to place their call but the supervisor was unable to provide this at that time of request. The customer requested an address to write to. Assistant supervisor erroneously gave the phone number of the MN Consumer Relation Manager rather than Alabama Sprint Account Manager.	12/09/04	Since there was no CA id provided thus Supervisor was unable to follow up with an agent for a follow up.
09/09/04	(CAPTEL) Accuracy of captions; Captioning speed; Echo sounds	09/30/04	Sent customers tips to reduce the occurrence of echo. also sent information to customer regarding how use of voice-technology works. Suggested writing down CA number, date and time of future calls

01/17/05	(CAPTEL) Disconnect/Reconnect during calls	01/18/05	<p>Sent customer information explaining the difference between a CapTel phone and a traditional phone.</p> <p>Explained to customer why disconnect/reconnect might be occurring and sent letter with tips to reduce their occurrence. Customer recently obtained call waiting service. Explained to customer how to program block for call waiting.</p>
05/31/05	(CAPTEL) Disconnect/Reconnect during calls	05/31/05	<p>Sent customer information explaining the difference between a CapTel phone and a traditional phone.</p> <p>Explained to customer why disconnect/reconnect might be occurring and sent letter with tips to reduce their occurrence.</p>

DOCKET NO. 03-123

Attachment A

DOCUMENT OFF-LINE

This page has been substituted for one of the following:

- o This document is confidential (**NOT FOR PUBLIC INSPECTION**)
- o An oversize page or document (such as a map) which was too large to be scanned into the ECFS system.
- o Microfilm, microform, certain photographs or videotape.
- o Other materials which, for one reason or another, could not be scanned into the ECFS system.

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